

# Miami University Information Technology Profile, May 2007

*(Financial data is FY06)*

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Most services listed are centrally provided; some are provided by departments (e.g., dSuds). Contact [itplanning@muohio.edu](mailto:itplanning@muohio.edu) with suggestions for making this a more complete University representation.

## **Our Preference on Proprietary/Open Source**

- Agnostic when it comes to selection of proprietary vs. open solutions; driven by client requirements. Like many institutions, historically we have tended to look for open solutions.

## **Student Technology Environment**

- Student/Faculty ratio is 16:1
- More than 95% of Oxford campus students bring their own computer; an estimated 70% are laptops. We believe 90% of the incoming (Fall 2007) First Year students will have laptops.
- Approximately 7,000 Oxford students live on-campus; all residence halls have 100MB switched Ethernet, one port per pillow, and pervasive wireless indoors and in green spaces.
- Approximately 9,000 Oxford students live off-campus; the University subsidizes TimeWarner RoadRunner cable and telephone service for them.
- Approximately 5,000 students are enrolled at the Hamilton and Middletown regional campuses (average age: 24) and 62% of them are part-time. The majority of them relocate to the Oxford campus to complete a degree.
- The Miami Notebook Program is a voluntary laptop program marketed primarily to First Year Students but available to all. It offers attractive pricing for Dell and Apple laptops combined with a suite of services (pre-imaged with Miami site-licensed software; remote desktop assistance; software/patch push; loaner laptop during hardware repair; data backup/recovery services during upcoming academic year). Goal of the program is to provide "hassle-free computing" to students. 53% of First Year Students purchased a Miami Notebook in the first year of the program (2006-2007).
- ResNet program provides assistance with technology to students in the residence halls; on site visits can be scheduled for connectivity issues.
- A repair and remediation center is available on the Oxford campus to provide hardware repair services and virus/spyware remediation.
- Telephone support provided 139 hours/week to all campuses (Sunday 9am through Friday 8pm; Saturday 9am-5pm); on-site assistance 47 hours/week in King Library on Oxford campus in conjunction with reference librarians:
- Site licensed software: Microsoft Office, McAfee VirusScan Enterprise anti-virus and anti-spyware; Cisco Virtual Private Network; Cisco Clean Access, Altiris
- Institutionally-operated open access technology lab: We have refocused the central open access lab to facilitate group work and high end multimedia. Audio room for podcasting; high end fully equipped conference room including video conferencing. LCD with integrated computer that students can control and do wireless group work. There has been a decrease in open access labs of the past few years due to increased student computer and laptop ownership.

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## **Student Technology Environment** *(continued)*

- Technology fee implemented with 2006-2007 academic year for Oxford Campus students: \$102/semester for on-campus students (data/network fee is included in room rate); \$156/semester for off-campus students. Per credit hour fee below 12 hours. Estimated first year revenue: \$3.05 million; approximately half of the revenue is dedicated to displace E&G funding in IT Services' budget. Regional campus students pay a \$4/credit hour data/network access fee.

## **Faculty Environment**

- There are 1,168 FTE faculty, 57% of whom are tenured, 22% are tenure-track eligible, and 21% are non-tenure track eligible.
- Instructional Design, eLearning development, course materials development, and small group instructional diagnosis provided by a staff of six professionals.
- Classrooms: Standard: ceiling mounted digital projector, instructor's station with computer, DVD, VCR, easily accessible USB; Crestron touchpad with all rooms working the same. As of May 2007, at 76% of all Registrar scheduled rooms; 80-82% coverage expected by Fall 2007. Good percentage has document cameras also. Larger rooms have microphones; all rooms have speaker systems. Many have Starboard system (writing tablet that can project). Prototype rooms: 3, each is unique; these classrooms are more technology intense. By Fall 2007: 2 laptop classrooms with special furniture and plasma or LCD screens for group work. 4 rooms for Communications with built in cameras and encoders to record student presentations for their portfolio. Regionals: 10-20% of classrooms at each regional campus have a standard technology classroom.
- Technology classrooms are monitored remotely for preventative and corrective maintenance and support. Software is pushed out to the computers via Altiris.
- Phones in technology classrooms to summon technology assistance (either via phone or on-site); Support staff respond on-site within a matter of minutes.

## **Research Environment**

- High Performance Computing Research Cluster: 128 dual compute nodes (256 processors), 1.536 TFlops, 512 GBytes RAM, Infiniband 100% non-blocking interconnect, Red Hat Linux OS; #2 in state behind Ohio Supercomputer Center.
- Research computational support provided by a staff of 4 doctoral level professionals.

## **Administrative Environment**

- Sungard SCT Banner and BannerWeb 7.3 for student and financial systems
- Banner Imaging system for administrative offices
- Banner Online Requisitions
- Kronos Workforce Central 5.1 - classified staff time entry

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## University-wide Technology Environment

- 25% Mac, 73% Windows, 1% UNIX, 3% LINUX split for university-owned computers
- 11 computer labs managed by divisions and departments on the Oxford Campus, plus 3 labs on the Hamilton Campus and 4 labs at Middletown. Luxembourg Campus has 3 labs.
- Migrating to MS Exchange 2007 for email/calendaring for students, faculty and staff - Summer 2007. This will replace commercial SendMail and Meeting Maker.
- Currently use Remedy for Support Desk call-tracking; to be replaced by Altiris
- Blackboard v6.3 Course Management System and Portal; 1,393 of 2097 instructors (66.4%) use Blackboard CMS for 3,369 out of 5,554 course sections (60.7%). On average, a students had 3.35 courses with Blackboard sites.
- First computer "Big Buy" in early 2007; saved the University \$800,000; increased buying power by 33%. A total of 449 more computers were purchased than would have been possible with decentralized purchasing. An added bonus was the donation of 45 laptops total by Dell and Apple, for Miami Access Initiative students.
- Review by VP for Information Technology of all IT-related purchases and contracts
- Campus Partnerships Program available to departments - provision of IT resources on an SLA, fee-based basis. Current contracts include local technology support services.
- 87 FTE distributed (departments & divisions other than IT Services) IT support staff
- IT Services has 181 staff in the following units: VP Office (2 plus top-level managers), Academic Technology Services (22), Computing & Communication Services (50), Deputy CIO & IT Communications (27) Information Systems & Services (32), Support Services & Campus Partnerships (48)
- IT Services budget: \$20.3 million FY06 (\$11.3m personnel = 55% of budget)
- IT Services budget as a percentage of the total university E&G budget: 4.1% (\$20.3m: \$496.7m)
- Amount budgeted per IT Services staff member on training: \$1,211/year FY06
- Distributed personnel staff salaries: \$5.6 m.
- Distributed IT expenditures: \$5.7 m.
- Total distributed IT expenditures: \$10.4 m.
- Total central IT expenditures: \$21.6 m.
- Ratio of central IT expenditures to distributed IT expenditures: \$21.6m:\$10.4m; 67.5% central vs. 32.5% distributed
- All IT expenditures as a percentage of total university expenditures: 7.1%
- IT Services budget per student FTE: \$1,075/student if capital allocation is not included; \$1,133 including capital allocation. (Note: capital allocation is not guaranteed and, in fact, will not be available in FY08)
- Total University IT expenditures per student FTE: \$1,608/student without capital allocation; \$1,679/student if capital allocation is included. (Note: capital allocation is not guaranteed and, in fact, will not be available in FY08)
- Number of Support Desk call tickets FY06: 35,314, 223.5% increase since FY00.

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## Services Available via the Web

- Undergraduate admission application
- Financial Aid application
- Course catalog
- Program/major/degree requirements
- Degree Audit (DARS)
- Course registration
- Course add/drop
- Semester grades
- E-commerce (fee payments; some shopping cart sites)
- Campus OneCard account services (vending machines, door entry, eSuds, dining halls, copy/print stations, Rec Center, Box Office)
- Online courses
- Student ePortfolios
- Library/card catalog (Innovative Systems)
- Interlibrary Loan
- Journals and reference resources; course reserves
- Student transcripts
- IT support resources: 1,158 Knowledge Base cases; IT training
- Instructional & Desktop software
- Student, faculty, staff directory
- Student newspaper
- Student Handbook
- Athletic Event Schedule
- Alumni information and services
- Press releases: current and archives
- Campus bookstore
- Faculty/staff leave reporting and leave balances
- Faculty/staff payroll data, including W-2 and W-4 tax forms
- Classified staff time entry (Kronos)
- Departmental Budget data
- Web e-mail (SquirrelMail; Outlook Web Access summer 2007)
- Network Disk Space for personal use
- Anonymous ethics violation reporting (EthicsPoint)
- Anonymous rumor submission and answers (Mama Miami)

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## Infrastructure

- Network: 100MB switched Ethernet to the desktop; prepared to deliver 1GB to the desktop (residence halls and stated buildings; all three campuses); 1GB Ethernet backbone.
- External connection: 225 MB to OARnet and Cincinnati Bell (redundancy); Internet2 is 25MB. Underway: Ohio State disaster recovery site
- ProactiveNet system for application and infrastructure real-time monitoring and reporting
- Oracle 10g
- LDAP
- Novell Directory Services
- Microsoft Active Directory (in progress)
- LINUX (open source and commercial Red Hat)
- 346 servers in the Data Center managed by IT Services (48.5% Windows, 40.9% LINUX, 7% UNIX/Solaris). Novell servers are on the decline.
- Altiris Client Management Suite for patch management, software delivery, asset inventory, call tracking (future); first stages of lifecycle mgt.
- TDM telephony environment; phased migration to VOIP.
- Ubiquitous wireless network: 98% coverage in commonly accessed areas on Oxford, MUM and MUH campuses. Planning on lifecycle replacement with next generation: Mesh networking. Wireless GO 54Mbps. Secured access.
- Server consolidation is underway to deal with lifecycle replacements, reduced footprint in data center, address cooling issues and power consumption
- Network: increased security with designs that insure maximum flexibility for schools, departments and the College while giving us the necessary level of control.
- Video conferencing: 8 rooms on Oxford campus; 1 room on each regional including Luxembourg.

## In Progress, Planned or Under Consideration

- IP Video (on demand and scheduled) project is in progress with a beta in Libraries.
- RAVE Wireless to leverage cell technology and deliver applications to the individual
- Course Management System transition: we are investigating the impact of transitioning from Blackboard to Sakai (open source). We are re-evaluating the major systems that are proprietary.
- Web content management environment; requirements and funding not yet identified (Contribute currently in use for limited content management functionality)
- iTunesU (contract signed; discussions with Deans to determine implementation)
- "Top 25 Project: Engaging Students in Their Learning" includes IT Services instructional technologists, digital media specialists, and web programmers to assist in redesign of Miami's high enrollment courses. For phase 1, seven courses have been accepted for redesign.

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## In Progress, Planned or Under Consideration *(continued)*

- SAS Business Intelligence Suite and Financial Management Module, plus Sungard Operational Data Store for Decision Support (in progress)
- Microsoft SharePoint Portal: test server to be implemented early Fall 2007 for beta testing.

## Planning & Governance

- IT Strategic Plan first developed in May 2004; annual updates published in January 2005, May 2006 and March 2007.
- Project Office established in 2005 for project management methodology development and propagation, project management coaching, reporting, portfolio management
- IT Strategic Advisory Council chaired by Provost and comprised of Vice Presidents, Deans, Department Chairs, faculty, students and administrative staff.
- Project Review Board comprised of a representative appointed by each Vice President; chaired by the Project Office Director. Division representatives are responsible for prioritizing the requests from within their division and resolving university-wide conflicts in priorities.
- Student Technology Advisory Committee, co-chaired by a student and a staff member from Student Affairs.
- IT Executive Council, comprised of the Vice Presidents and President's representative.
- Senate IT Policy Committee, comprised of faculty, staff and students. Advisory committee to University Senate.
- Classroom Enhancement Council, comprised of representatives from the Provost, Physical Facilities, and IT Services.

## URLs

- **President's Inaugural Speech** available at: <http://www.muohio.edu/president> (click on Inauguration on left-hand frame)
  - **President's speech on "Student as a Scholar"** available at above URL; click on "From Convocation to Capstone" under his photo.
- **IT Strategic Plan & Annual Renewals:** <http://www.muohio.edu/itplan>
- **IT Services Annual Report:** <http://www.units.muohio.edu/mcs/information/AnnualReport.pdf>
- **MU Knowledge Base:** <http://kb.muohio.edu>
- **Miami Notebook Program:** <http://www.muohio.edu/miaminotebook>
- **Technology Support Representatives Program:** <http://www.muohio.edu/tsr>
- **Email/Calendaring Project site:** <http://www.muohio.edu/email>
- **Life Cycle Management:** <http://www.muohio.edu/altiris>
- **IT Services Advisory Committees:** <http://www.muohio.edu/itadvisory>
- **Security Awareness Tutorial & "Rules of the Road" handbook**  
[http://www.units.muohio.edu/mcs/information\\_security/sec\\_aware/index.shtml](http://www.units.muohio.edu/mcs/information_security/sec_aware/index.shtml)